

DUTY STATEMENT



☐ CURRENT

☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Deputy Labor Commissioner II			WORKING TITLE Specialist Field Investigator	
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Labor Commissioner's Office (LCO)/ Bureau of Field Enforcement (BOFE)	
ASSIGNED SPECIFIC LOCATION Los Angeles			POSITION NUMBER 400– 596-9536-XXX	
BARGAINING UNIT R02	WORK WEEK GROUP 2	BILINGUAL POSITION Yes	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under direction of a Deputy Labor Commissioner Supervisor in the State Labor Commissioner's Office (LCO) of the Bureau of Field Enforcement (BOFE), Labor Employment Task Force (LETf) and/or the Private Attorneys General Act (PAGA) program(s), the incumbent is responsible for leading investigations on the most complex and sensitive cases involving enforcement of the Industrial Welfare Commission (IWC) orders and laws covering workers' compensation insurance coverage, child labor, cash pay, unlicensed contractors, as well as group claims involving minimum wage and overtime. The incumbent will serve as a subject-matter expert on specific industries and labor law violations, providing mentorship and training to lower-level staff on their subject matter expertise, and lead smaller projects to develop new tools and strategies to enhance investigation effectiveness and operational efficiency. BOFE may also work in partnership with other government entities on the investigation and prosecution of these group claims.

This Position is Bilingual-Spanish

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	Conducts labor enforcement actions as lead investigators on the most complex and sensitive cases by issuing Notices to Discontinue and/or Orders to Appear documents, subpoenas, interrogatories, accurate stop orders, civil penalty citations and wage citations for violations found pursuant to the labor code and IWC orders. As lead investigator, plans logistics, schedules and directs on-site field visits of businesses, to support labor law investigations with the goal of ensuring businesses are in compliance with State labor laws and the IWC orders. Inspects, reviews, and conducts an extensive analysis of the most complex and sensitive employment, payroll, corporate and business financial records, various spreadsheets, labor codes, IWC orders, factual data collected through interviews, documentary evidence and surveillance to determine compliance with State labor laws.

DUTY STATEMENT



	Leads conferences and interviews with employees, employers, labor organizations and their representatives to determine if labor law violations have occurred. Locates, interviews, and takes affidavits of workers, witnesses and complainants in person or by telephone using verbal Spanish proficiency in accordance with Division policies and procedures as part of the collection of evidence process. Reviews and analyses the accuracy of findings (decisions rendered by Hearing Officers in the Wage Claims Adjudication (WCA) unit as a result of appeals to labor law citations) uploaded to the Salesforce database or in a hard copy format in order to identify any clerical errors and/or other inconsistencies. Initiates criminal action as necessary by referring cases to the Labor Commissioner Office's Criminal Investigation Unit.
25%	Represents the Division in investigatory and appeal hearings and/or meetings of the most complex and sensitive cases by providing testimony, and presenting findings of inspections and investigations. Represents the Division as expert witness and subject-matter expert at various civil and criminal proceedings at the California Superior Court and federal district courts. Files various court actions and legal documents to initiate and/or in response to civil proceedings for compliance with various labor laws and regulations of the State and IWC orders. Prepares evidence for case presentations at administrative hearings to support and defend issued labor law citations. Proactively reviews case management system to identify pending cases and ensure timely processing of all assigned hearings pursuant to the Labor Code or other applicable laws. Conducts confiscation in the garment manufacturing industry by recording the quantities, types, and sizes of garments confiscated and seizing the garment, documents investigations with accurate and objective case notes grounded in fact and evidence; conducts follow-up inspections as necessary.
25%	Serves as the specialist and subject-matter expert on specific low-wage industries and complex labor law violations. Mentors and advises lower-level staff on their subject-matter expertise by developing training manuals and delivering trainings and presentations. Lead small teams on various projects to develop new investigation tools and strategies to enhance the Division's ability to conduct effective investigations and improve operational efficiency and program capacity. Serve as a liaison to establish and preserve good relationships with the general public by answering questions from concerning relevant state labor laws and procedures in order to ensure that compliance is observed. Meets with employers, employees, and their respective representatives as a subject-matter expert and uses verbal Spanish proficiency to advise and educate about compliance with State labor laws and IWC orders. Meets with employee organizations (e.g., unions, advocacy groups) as a low-wage industry subject-matter expert to discuss and/or resolve labor issues that arise from labor violations. Participates and instructs participants at court hearings and/or conferences using verbal Spanish proficiency to inform them about their rights, the process and proved the opportunity to settle the labor dispute. Attends trainings as required for ongoing professional development.
10%	Utilizes verbal Spanish language proficiencies to perform Public Information Duty (PID) for the division's public counter by telephone, direct contact, or electronic mail by

DUTY STATEMENT



	providing information about regulations, policies, procedures, and programs within the division. Evaluates information about workplace conditions and provides information using verbal Spanish language proficiency about potential violations and available laws to address these violations as well as all claim-filing alternatives. Conducts research on the internet and databases to identify employer information. Directs the public using verbal Spanish language proficiency to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating using verbal Spanish proficiency to convey appropriate information available in the case management system database or by communicating with respective team members to obtain status. Participates in claim filing clinics using verbal Spanish proficiency, including assisting the public with completing various claim forms and providing information about local advocates that provide free legal services. Enters all claims received into the case management system database.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors. In the absence of a Deputy Labor Commissioner Supervisor, may serve as the Deputy in Charge of an office.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures. Ensures the reliability of transportation for completing investigative and enforcement activities by adhering to vehicle maintenance schedules and fleet protocols.

Supervision Received

The incumbent works under direction of the Deputy Labor Commissioner Supervisor that oversees that office or region; however, some assignments may come from other Division of Labor Standards Enforcement management or designee

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

Utilize Spanish language proficiencies to communicate with monolingual parties, witnesses, stakeholders when Spanish is the primary language. High volume fast paced work environment that serves the public in person and over the phone. Duties are primarily performed in a climate-controlled office setting possibly in a high-rise building; cubicle or shared workspace under artificial light, utilizing

DUTY STATEMENT



computer screens and other office equipment; may drive a state vehicle for field work, trainings and other related work. While in the field, exposure to dirt, odors, noise, fumes, uneven surfaces, stairs, high-rise buildings, extreme weather conditions, and fast-moving equipment may occur.

Special Requirements/Other Information

Must be able to pass the Bilingual Efficiency Exam (Spanish). A willingness to travel and work irregular hours.

Physical Abilities

This position requires the ability to remain in a stationary position for long periods of time and work at a computer for extended periods of time and to safely move or transport office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

Successfully pass the Bilingual Assessment (Spanish). The Incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times. The Incumbent is expected to demonstrate rapid progress in learning the fundamentals of the job. Ideal candidates will possess a sympathetic understanding of labor problems; sound judgment; reliability; impartiality; tact; firmness; patience; neat personal appearance. The incumbent must possess good decision-making skills, initiative, and resourcefulness to complete tasks.

The incumbent must:

- Successfully pass the Bilingual Assessment
- Adhere to the Division's policies and procedures
- Work under changing priorities and deadlines
- Be available and willing to work flexible hours
- Be able to communicate effectively both orally and in writing
- Complete assignments in a timely and efficient manner
- Work in both a team environment and independently

Confidentiality and discretion are required due to the nature of the documents and information being handled.

Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the public, other governmental agencies and partners, and staff members from other units within the Division.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

DUTY STATEMENT



Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date